

### **Abstract of the Disclosure**

A packet-data network is made intelligent in the sense of a  
5 connection-oriented, switched telephony (COST) network by enhancing one  
or more interconnected IP routers in the network with computer-telephony  
integration (CTI) processors executing CTI applications. No-charge-to-  
calling-party IP addresses are assigned and sponsored by various  
enterprises, who may also maintain call centers having at least one CTI-  
10 enhanced IP router connected to the network, and agent stations having IP  
telephones connected to the call-center-located IP router. With appropriate  
software and the CTI link to IP routers the performance of well-known  
conventional telephone systems may be provided in packet networks like  
the Internet.

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